

THE CITY OF MEMPHIS
VEHICLE
IMPOUND LOT

CHIEF C.J. DAVIS



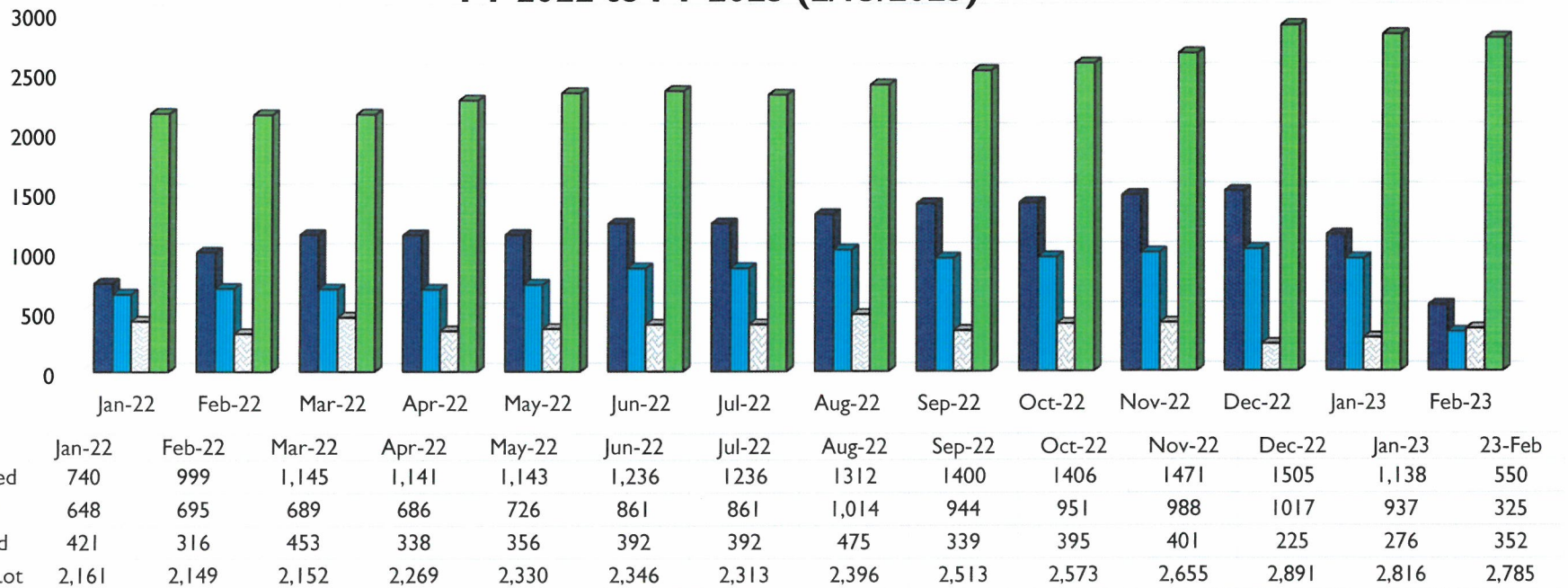
CITY OF MEMPHIS VEHICLE IMPOUND LOT (465 KLINKE AVE); ASSESSMENT FINDINGS



- The city's impound lot moved from 51 Flicker in the Mid-90's because it was too small; it was run by General Services
- The current impound lot was designed to store 1800 motor vehicles; it currently house more than 2700 motor vehicles
- The overcrowding of city's impound lot poses difficulty for staff to find suitable space to store motor vehicles
- Due to overcrowding it takes staff an inordinate amount of time to locate, access and release motor vehicles
- Due to overcrowding wrecker drivers experience long wait times at the city's vehicle impound lot
- Due to inefficiencies caused by the overcrowding, *some wrecker companies refuse to accept tows*
- *Due to tow refusals by wrecker companies, MPD officers experience long wait times for a wrecker to arrive*
- The vehicle impound lot has typography issues
- The city's vehicle impound lot's intake and billing processes are antiquated—paper dependent

THE NUMBER OF MOTOR VEHICLES IMPOUNDED TO THE CITY'S IMPOUND LOT SHOWS A CONSISTENT UPWARD TREND DURING CY2022

FY 2022 to FY 2023 (2/15/2023)



SEVERAL OF THE 45 WRECKER COMPANIES THAT SERVE THE MPD ALSO SERVE THE SCSSO, BARTLETT, COLLIERVILLE AND MILLINGTON

Zone 1 Austin Peay St.	Zone 2 Raines St.	Zone 3 Mt. Moriah St.	Zone 4 Crump St.	Zone 5 Tillman St.	Zone 6 N. Main St.	Zone 7 Airways St.	Zone 8 Appling St.	Zone 9 Ridgeway St.
Adre's Wrecker *	901 Express*	Flag City *	B & C Towing III *	B&B Towing *	B&C Towing II *	A-I Towing *	Bartlett Towing ***	Absolute Towing
B & C Towing *	Choice Towing *	Hilltop Towing *	DTS Towing IV	Culp & Sons *	DTS III *	DTSV *	Berclair *	Classic Towing ****
Dan's **	Davenport *	Mace III	Flag City I *	Franks Towing II ***	Flag City IV *	East Memphis II **	Blues City *	D's *
DTS Towing I *	Dennis Hall **	P B & J	Mace IV *	Memphis Towing ***	No Limit Towing	Flag City III *	DTS II *	Frank's Towing I ****
Matthews *	Mace II *	Top Gun II		Tri State Towing**	PB&J Towing		East Memphis **	Griffith Towing II
Null's II **	Marion Towing *	Westbrook *		Wanda C's **			Null's Towing I *	Weeks Towing *
Holmes and Son *	Martin *			Whites Towing II **			Plan B Towing*	
	Top Gun I						Summer Towing **	
							Trius Towing Visual *	


White's **

THE SURROUNDING LAW ENFORCEMENT AGENCIES OUTSOURCE THEIR VEHICLE IMPOUNDS...

- The MPD utilizes 45 disparate wrecker companies
 - 26 of the companies operate under different names in other areas of the city (zones)
 - Vehicles impounded by the MPD are stored on the city's impound lot
- Shelby County Sheriff's Office utilizes 29 wrecker companies
 - 19 of the wrecker companies service the MPD
 - Vehicles are stored at the wrecker company; except vehicles that are held as evidence
- Bartlett utilizes 17 wrecker companies
 - 14 of the 17 service the MPD
 - Vehicles are stored at the wrecker company; except vehicles that are held as evidence
- Collierville utilizes 6 wrecker companies
 - 4 out of the 6 serve the MPD
 - Vehicles are stored at the wrecker company; except vehicles that are held as evidence



THE MPD RECOMMENDS THE FOLLOWING SOLUTIONS

- Outsource vehicle storage responsibilities to the approved wrecker companies
 - Modify some of the subsections in the existing wrecker ordinances (Chapter 6-88 Wrecker and Towing) to adapt to “*best practices*” and to improve the business model
 - Acquire an *automated vehicle impound solution* to enhance the ***intake and billing processes***
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THE PROPOSED ORDINANCE REWRITE CONCERNING *STOLEN VEHICLES #1*

Sec. 6-88-8. Stolen vehicles—City Impound Lot.

When stolen vehicles are **impounded by the MPD and** stored by the City on a **wrecker company's storage lot or a** municipally owned storage lot, the owner will be liable for the tow fees but will not be liable for storage fees if he reclaims his vehicle within five days after notification of the recovery and whereabouts of the vehicle. If the owner does not pick up the vehicle from the municipally owned lot within five days after notification of the recovery and whereabouts of the vehicle, the owner will be liable for all storage costs from the time the vehicle was first placed on the storage lot.

THE PROPOSED ORDINANCE TO ALLOW FOR AN AUTOMATED PROCESS #3

Sec. 6-88-11. - Destination Requirements.

- H. A towed vehicle shall not be stored more than a reasonable walking distance from the area where the towing and storage fee payments are received: **this section does not apply in instances where vehicle owners can pay online.**

THE PROPOSED ORDINANCE REWRITE CONCERNING TOWS THAT INVOLVE PARKING VIOLATIONS #2

Sec. 6-88-11. - Destination Requirements.

- N. If the owner or operator of a vehicle is not available and a wrecker has been summoned by an officer as a result of **because of** a parking violation, then the vehicle shall be towed **to the wrecker company's storage lot** or transported to the city impound lot.

THE PROPOSED ORDINANCE INCREASE THE *MINIMUM STORAGE CAPACITY* #4

Sec. 6-88-26. - Permit Requirements.

- E. No wrecker company shall hereafter be eligible to obtain a permit as a wrecker operator unless such operator *shall have facilities for storage at the place from which its wreckers are to be operated* sufficient for the storing **more than 100** not less than 25 disabled motor vehicles.

THE MPD PROPOSES FOUR PROCESS IMPROVEMENT STEPS TO IMPROVE THE OPERATIONS AT THE VEHICLE IMPOUND LOT

- Communicate with the Shelby County DA's office regularly to obtain evidence releases as soon as practical
- Recommend ordinance changes to redirect vehicles to private towing lots
- Acquired a switchboard and self-service solutions to augment the lots telephone
- Evaluate automated solutions for the vehicle lot (intake, invoicing, and payment)

THE SUGGESTED PROCESS IMPROVEMENTS RECOMMENDATIONS WOULD IMPROVE OPERATIONAL EFFICIENCIES AT THE VEHICLE IMPOUND LOT

Expected Results:

1. Reduce wait times for officers, wrecker drivers and citizens
2. Reduce the number of vehicles stored at the Vehicle impound lot and improve employee safety
3. Enhance employee safety at the vehicle impound lot
4. Create efficiencies in the intake, release, billing, and payment processes

VEHICLE IMPOUND
CHIEF C. J. DAVIS

Questions!